

Alice Geene  
Vice President, Legal



September 24, 2008

Attorney General Kelly A. Ayotte  
Office of the Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

**VIA OVERNIGHT MAIL**

Dear Attorney General Ayotte:

Pursuant to RSA 359-C:20, I (b), we are writing to notify you of an incident that occurred on September 8, 2008 that may affect personally identifiable information relating to 1 resident of the State of New Hampshire. We became aware of the incident on September 9.

The incident involved the theft of a password protected laptop computer from the car of an Orbitz Worldwide employee that occurred in Chicago, Illinois. Orbitz reported the theft to the police department, but the laptop has not been recovered. After investigating this incident, we believe that this laptop may have contained files that included the names and Social Security numbers of some of our U.S.-based employees, including 1 resident of New Hampshire.

Orbitz Worldwide is taking measures to minimize the risk of such data compromises in the future, including renewed employee security training and acceleration of the company wide laptop encryption initiative which began prior to the laptop theft. In addition, each of the affected individuals will be offered a year of credit monitoring at no charge.

Orbitz Worldwide plans to notify potentially affected individuals on or before September 25, 2008, by U.S. mail. A copy of the notification letter is enclosed for your reference.

Please contact me if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Alice Geene".

Alice Geene  
Vice President-Legal

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USA

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**Orbitz Worldwide**  
**500 W. Madison**  
**Suite 1000**  
**Chicago, IL 60661**

September XX, 2008

\*ORB12345678\*

«Name\_addr\_1»

«Name\_addr\_2»

«Name\_addr\_3»

«Name\_addr\_4»

«Name\_addr\_5»

«City», «State» «Zip Code» «Country»

Dear «Name\_addr\_1»:

Orbitz Worldwide considers the protection of the personal information of its employees and former employees to be one of its highest priorities. With this in mind, I am writing to inform you of a recent security incident we experienced that may have involved your personal information, the actions you may want to take as a result of this incident, and the assistance we are making available to protect you.

The incident involved the offsite theft of a laptop computer from an Orbitz Worldwide employee in the second week of September. The theft has been reported to the police, but the laptop has not been recovered. After investigating this incident, we believe that this laptop may have contained payroll files that included the names, Social Security numbers and dollar amounts of flexible spending plan contributions of some U.S.-based Orbitz Worldwide employees and former employees, including your name, Social Security number and contribution amount.

We have no reason to believe that the computer was stolen to access any information and cannot conclusively confirm whether the laptop contained your information. However, because we are not able to rule out this possibility, we are exercising an abundance of caution and are writing to inform you of this matter and to recommend that you be alert to signs of any possible misuse of your personal identity. We recommend that you be vigilant to any signs of fraud or identity theft. You should also understand that you can take certain steps to obtain further information and to protect yourself from identity theft.

We have arranged to provide, at no cost to you, for a period of one year, a credit monitoring product, Experian Triple Advantage<sup>SM</sup> Premium, to help you detect possible misuse of your personal information. We strongly recommend that you participate in this program. Once you enroll, you will receive communications detailing any key changes to your credit reports from all three credit bureaus. If you choose to enroll in this product, you will need to activate it by December 30, 2008. Please see the attachment to this letter to learn more about the credit monitoring product and important enrollment instructions.

We also want to take this opportunity to remind you that you should always be alert for suspicious activity regarding your personal information. Thus, even if you choose not to



enroll in the credit monitoring product, we recommend that you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to proper law enforcement authorities, including local law enforcement, your state's Attorney General, and/or the Federal Trade Commission (FTC).

On the attachment to this letter we have provided additional information on important steps you can take to protect yourself against identity theft. Further guidance on how to protect yourself against identify theft is also available from the FTC at the FTC Consumer Response Center, 600 Pennsylvania Ave. NW, Washington D.C. 20580; Phone: 1-877-IDTHEFT (438-4338), Website: [www.ftc.gov/IDTheft](http://www.ftc.gov/IDTheft).

If you have any questions concerning this incident, we encourage you to call the toll-free number we have established to answer your questions, **1-888-730-7199**, between the hours of 8 a.m. and 6 p.m. Central time, Monday through Friday.

Please know that Orbitz Worldwide takes the protection of your personal information very seriously. We have implemented a number of safeguards that will help prevent a similar occurrence. Prior to the theft, Orbitz Worldwide began implementing encryption technology on employees' laptops. As a result of this incident, we have accelerated these plans. Additionally, we will be conducting training sessions for all employees and contractors who handle sensitive employee information as a reminder about important measures to take in accessing, storing and handling personal information.

We sincerely regret any inconvenience or concern caused by this incident, and we encourage you to call our toll-free number if you have any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Shaughnessy". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jim Shaughnessy  
Senior Vice President and General Counsel



### Additional Information

**Credit Monitoring Product.** Orbitz Worldwide has engaged Experian® to provide you with Experian's credit monitoring product, Experian Triple Advantage<sup>SM</sup> Premium. Triple Advantage Premium includes daily monitoring of your credit reports from the three national credit reporting companies (Experian, Equifax® and TransUnion®) and email monitoring alerts of key changes to your credit reports.

Your complimentary 12-month Triple Advantage<sup>SM</sup> Premium membership includes:

- One, free 3-Bureau Credit Report and Score upon enrollment
- Daily monitoring of your three credit reports from Experian, Equifax® and TransUnion®
- Email alerts if key changes are detected on any of your three credit reports
- Monthly "No Hit" alerts, if applicable
- Toll-free access to a dedicated team of Fraud Resolution Representatives if you should detect any fraudulent activity on your credit report or become a victim of identity fraud
- \$25,000 in identity theft insurance provided by Virginia Surety Company, Inc. with no deductible\*

We encourage you to review carefully the terms and conditions of the Experian Triple Advantage Premium credit monitoring membership. \*If you are a resident of New York, please note that identity theft insurance cannot be included due to New York state law restrictions.

- A. To sign up online, please visit <http://partner.consumerinfo.com/orbitz> and enter your individual activation code provided below. Please keep in mind that once activated the code cannot be re-used. You will be instructed on how to enroll in your complimentary credit monitoring product. If you sign up online, all credit reports and alerts will be delivered via email.
- B. To sign up by telephone, dial (866) 252-0121. If you sign up by telephone, all credit reports and alerts will be delivered via U.S mail. Agents are available Monday – Friday from 6 a.m. to 6 p.m., and Saturday and Sunday from 8 a.m. to 5 p.m. Pacific time (excluding holidays).

Your **Single Use** Credit Monitoring Activation Code: «activationcode»

**You have until 12/30/2008 to activate this membership**, which will then continue for one year.

In addition to the credit monitoring product, there are a number of other steps you should consider to protect yourself against identity theft.

**Reviewing Your Account Statements and Credit Report.** We recommend that you regularly review statements from your accounts and obtain your credit report from one or more of the national credit reporting companies. Report any fraudulent transactions to the creditor or credit reporting company from whom you received the statement or report. You may obtain a free copy of your credit report once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281 (you can print a copy of the request form at <http://www.ftc.gov/bcp/menus/consumer/credit/rights.shtm>). (Please note that the first year's service you receive with Experian Triple Advantage Premium includes credit reports from the three national credit report companies.) You can also purchase a copy of your credit report by contacting one of the three national credit reporting companies:

**Equifax**  
(800) 685-1111  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374-0241

**Experian**  
(888) 397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 9532  
Allen, TX 75013

**TransUnion**  
(800) 916-8800  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 6790  
Fullerton, CA 92834-6790



**Fraud Alert.** In addition, you may want to consider the use of a fraud alert. Fraud alerts notify potential creditors to verify your identification before extending credit in your name in case someone is using your information without your consent. There are two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert.

An **initial fraud alert** stays on your credit report for 90 days, and there is no charge for this service. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. You may initiate a fraud alert for all three major bureaus by calling the toll-free number of any one of the credit reporting companies listed above. However, you should be aware that, while a fraud alert may help protect your credit information, it may delay legitimate requests for credit approval. Further information is available from the credit bureaus.

You can also have an **extended fraud alert** placed on your credit report if you have been a victim of identity theft and you provide the credit reporting company with the documentary proof it requires. As with placing an initial fraud alert, you can place an extended fraud alert by calling the toll-free fraud number of any of the three credit report companies listed above.

You may place a fraud alert in your file by calling just one of the three nationwide consumer reporting agencies at the numbers listed below. As soon as that agency processes your fraud alert, it will notify the other two, which then also must place fraud alerts in your file.

- Experian: 1-888-397-3742, [www.experian.com](http://www.experian.com)
- Equifax: 1-800-525 6285, [www.equifax.com](http://www.equifax.com)
- TransUnion: 1-800-680-7289, [www.transunion.com](http://www.transunion.com)